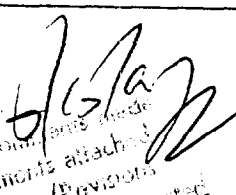


3 AUG 1995

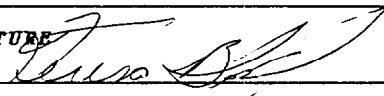
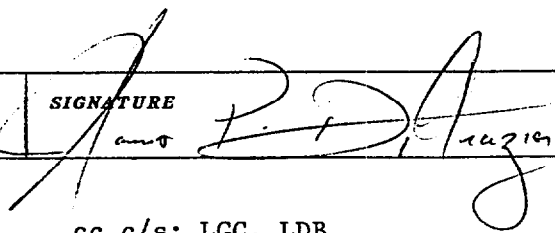
1. CASE NO. 950712CCC3857		2. INVESTIGATOR'S ID [8][9][9][9]		3. OFFICE CODE [8][6][3]		EPIDEMIOLOGIC INVESTIGATION REPORT	
4. DATE OF INCIDENT YR MO DAY [9][5][0][6][2][5]		5. DATE INVESTIGATION INITIATED		YR MO DAY [9][5][0][7][2][0]			
6. SYNOPSIS OF INCIDENT OR COMPLAINT Nobody was injured when a toaster oven caught fire while nearing the end of a toast cycle while the owners were waiting for the toast to cook.							
7. LOCATION (Home, school, etc.) home [1][0]		8. CITY Highlands Ranch			9. STATE CO		
10A. FIRST PRODUCT Toaster Oven [0][2][1][6]		11A. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS Black & Decker TRO400TY1, 6 Armstrong Rd., Shelton, CT 06484					
10B. SECOND PRODUCT [][][][][]		11B. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS					
12. AGE OF VICTIM [9][9][9]		13. SEX (USE NUMERICAL CODE) MALE - 1 FEMALE - 2 [1] UNKNOWN - 3		14. DISPOSITION No Inj. [0]		15. INJURY DIAGNOSIS no inj. [7][0]	
16. BODY PART no inj. [9][9]		17. RESPONDENT(S) (Mother, Friend) victim [1]		18. TYPE INVESTIGATION ON SITE - 1 TELEPHONE - 2 [2] OTHER - 3		19. TIME SPENT [][8].[0]	
20. ATTACHMENTS docs. [2] 9		21. CASE SOURCE Hotline [0][7] H560334A		22. REVIEWED BY [8][1][0][1]		YR MO DAY [9][5][0][7][3][1]	
23. PERMISSION TO DISCLOSE NAMES (NON-NEISS CASES ONLY) CPSC MAY DISCLOSE MY NAME [X] CPSC MAY NOT DISCLOSE MY NAME []							
24. NARRATIVE (See Instructions on Page 2)				25. REGIONAL OFFICE DIRECTOR REVIEW DATE			


 MFR/PRVLBR (3-2-1995)
 No Comments Made
 Comments attached
 Exclusions/Revisions
 Firm has not requested
 further notice

(USE ADDITIONAL SHEETS IF NECESSARY)

27
3 AUG 1995

FIELD ACTIVITY COVERSHEET

1. REGION/STATE FOWR/Denver		2. OPERATION (Check One) <input type="checkbox"/> Inspection <input type="checkbox"/> Establishment Visit <input type="checkbox"/> Telephone Contact <input checked="" type="checkbox"/> Investigation <input type="checkbox"/> Other _____		3. DATE 7-27-95	
				4. NUMBER (For RO Use) 950712CCC3857	
5. ESTABLISHMENT Name Black & Decker Address _____ City _____ State _____ Zip _____ Telephone _____					
6. RELATED FIRM <input type="checkbox"/> Parent <input type="checkbox"/> Headquarters <input type="checkbox"/> Subsidiary <input type="checkbox"/> Other _____ Name _____ City _____ State _____					
7. PRODUCTS COVERED Toaster Oven			8. OTHER CONSUMER PRODUCTS		
9. ESTABLISHMENT TYPE <input type="checkbox"/> Manufacturer <input type="checkbox"/> Importer <input type="checkbox"/> Wholesaler <input type="checkbox"/> Own Label Distributor <input type="checkbox"/> Retailer <input type="checkbox"/> Repackager <input type="checkbox"/> Other _____			10. ANNUAL PRODUCTION Product Covered \$ _____ Units _____ Other Products \$ _____ Units _____		
11. I.S. BUSINESS <input checked="" type="checkbox"/> Received _____ <input checked="" type="checkbox"/> Shipped _____		12. SAMPLES COLLECTED none		13. MIS CODE 32626	
				14. HOURS Activity 8 Travel _____	
15. REASON FOR ACTIVITY (Assignment Reference) CPSC Hotline Complaint					
16. ANNOUNCED <input type="checkbox"/> Rationale for Announced Inspection UNANNOUNCED <input type="checkbox"/>					
17. EMPLOYEE'S NAME Teresa Bloxham, #8999		TITLE Investigator		SIGNATURE 	
18. (X) ENDORSEMENT <input type="checkbox"/> REMARKS <input type="checkbox"/> SUMMARY <input type="checkbox"/> OTHER _____ IDI conducted in response to a consumer complaint associated with an electric toaster oven. The product malfunctioned while being used to make toast. The toaster lever was struck in the down position. No flames were observed. Damage was confined to the toaster oven. No injury occurred. Examination of the product by the homeowner revealed overheated solenoid. We were unable to examine the product. No further follow up.					
19. REVIEWER'S NAME James P. DiGrazia		TITLE Supervisory Investigator		SIGNATURE 	
20. REVIEW DATE 7/31/95		21. DISTRIBUTION O:EHDS cc: NYRO, CCA, SFRO cc c/s: LGC, LDB			

950712CCC3857
Toaster Oven Fire
Highlands Ranch, CO

This investigation was done as follow-up to a CPSC Hotline report of a toaster oven failure. The oven did catch on fire, but damage was contained to the oven. There were no injuries. The oven was thrown away after the incident by the owners. The product was not examined, but the owner did send the instruction manual for the oven to CPSC for inclusion with this report.

Pre-Incident

This incident took place in a single family home in Highlands Ranch, Colorado. The home was occupied by a man and his wife, both retired. The couple purchased the house, new, in the early 1980s. The man said they have never had electrical problems with the house wiring, other appliances, or the toaster oven prior to this incident. He did say they did not have GFCI outlets in the kitchen, but there were 3-prong outlets in the home.

The man said they bought the toaster oven in 1990 or 1991, possibly at the Best catalog showroom store. He and his wife were not sure exactly where they purchased the product.

He said they used the toaster oven daily for making toast at breakfast. Sometimes they used it once to fix toast, and then shared the toast. Other times they would fix breakfasts separately and each would make their own toast. Some mornings they would use the oven to toast pastry items. The man said that on some larger breads (english muffins, rolls, etc.) they would have to use 2 toasting cycles to achieve their desired ~~browning~~ ^{browning}. He said they never held the lever down to extend the toasting time. They only used the cycles in the oven.

The man said they would occasionally use the oven for reheating left overs that they wanted crispier than the microwave would make them, or for making toasted cheese sandwiches. He said they did not use the toaster oven for broiling or truly baking food.

The man said that they used to leave the oven plugged in even when they were not using it. In 1993, a home in their neighborhood burned down after a toaster oven was believed to have started the fire. After that incident, the couple started unplugging the oven unless they were cooking with it.

The man said that they used their toaster oven in the kitchen, on a countertop. He said the dining room was located next to the kitchen, with a doorway between the two rooms. The dining table was placed near the door, and the wife could observe the area of the kitchen where the toaster oven was located. The man said he could not see the kitchen from his seat at the dining table.

On the morning of the incident, the couple was eating breakfast together. They had placed 2 slices of bread in the toaster oven and started a toast cycle.

Incident

The wife said that she was watching the toaster oven to see when the toast was done. At about the same time the cycle should have stopped, she heard the toaster oven "click." The click was immediately followed by acrid black smoke coming out of the oven. The man described the smoke as smelling like "electrical" and burning plastic. He went to the kitchen, flipped the toast lever up, unplugged the appliance, and took it outside. He said the oven did not make flames or sparks.

The couple did not call the fire department.

Post Incident

After the oven cooled, the man examined it. He said the bread slices were not burned, they were slightly underdone for what the toast cycle should have toasted them to. He said the inside of the oven did not appear to be damaged, the burners were intact, and there was no discoloration.

The man said the outside of the oven **also** appeared to be undamaged. The white paint on the metal parts of the oven was not burned or discolored. The control panel was not damaged.

The man said that the toast lever spring did not appear to be broken, he said it would still "pop up" if he pressed it down.

The man took the oven apart to examine the inside controls. He said he saw what he believed to be an electric solenoid coil for controlling the toast

950717CCC3857
Toaster Oven Fire
Highlands Ranch, CO

mechanism. He said the coil appeared as if it had been very hot and burned the covering material on the coil wires. He did not know what the covering was made of.

The man called the CPSC hotline to report the incident. He said the hotline advised him to contact the maker of the appliance before making a hotline report. He was given a customer service number for the firm. He called the company to report the incident. A woman named "Cindy" took his call, but advised that she could order parts for him to fix the oven, but that she could not provide further assistance since the oven was out of warranty.

The man called the Hotline after speaking with the firm, and made the complaint generating this assignment. He said that he still had the oven at the time of the complaint, but that since nobody told him to save it, nor was he advised that there may be a delay in following up his complaint with sample collection, he threw the oven out with the other trash. He did save the instruction book, and provided it to CPSC for this report.

The man said that they replaced the toaster oven with another model from the same firm. The replacement was purchased at a "Best" department store.

Product Information

The toaster oven was a Black & Decker Toast-R-Oven/Broiler, model TRO400. The man said the manufacturer's plate showed the serial number TRO400TY1. The oven had a white metal body with white sides. There was galvanized metal on both the bottom and back of the oven. There was a clear glass oven door on the front of the oven. He said there was a light on the front of the oven for when the oven was turned on (either toast or bake). He said it was possible to depress the toast lever when the oven was unplugged and the lever would stay down. There were separate controls for toasting or baking/broiling.

The direction book is for models TRO51, 400-600. The drawing on the front of the book shows an oven with a dial baking control, toast lever, and dial for toast color. These dials are lined up vertically on the control panel in that order.

950711CCC3857
Toaster Oven Fire
Highlands Ranch, CO

The copyright date (located on p.3) for the manual is 1990, 1991, 1992, 1993. The man said he purchased this oven in 1990 or 1991. He also said that he purchased a replacement oven in 1995 (after the incident). He did not have purchase records for the incident oven, so it is not known if his memory of the purchase date of the oven is correct.

The Black & Decker person did ask him for a serial number from the ID plate on the oven. With her assistance, the only number he could find was the number TR0400TY1.

Standards Information

The hotline complaint indicates the oven had a UL listing 228E.

Attachments

Attachment 1 Hotline complaint and work assignment.

Attachment 2 Instruction Manual sent by the man for the oven.

Attachment 3 Name release form.

SF 00

CO

JPR

ACCIDENT INVESTIGATION REQUEST FORM

Document Number H560334ADate of Incident 6/25/95 Category I.D. SECT JS/1995

Follow-Up Requested

Hazard Analysis

Section 15

Type Follow-Up Requested

Telephone Call

On-Site

Headquarters Contact Jeanne M. SeibertAssignment Message Obtain product for EIS

evaluation. Determine service record of
problem. Any prior problems? Obtain
any follow-up evaluations by consumer
of Black and Decker.

Determine pattern of usage. How
often was unit used and for what types of
food. Did consumer ever hold the toaster
down to toast bread longer
than its normal cycle?

Person(s) to Contact Chris Millson

Guideline

Requested By JMS

Task Number

950712 OCC 3857

Assigned to

305

Date

7/11/95

W TC-21

RR

JUN 29 1995

W/529

CONSUMER PRODUCT INCIDENT REPORT

1. NAME OF RESPONDENT Chris Millson		2. PHONE NO. (HOME) (WORK) 303-791-2250 none	
3. STREET ADDRESS 516 Fox Hunt Circle		4. CITY STATE ZIP CODE Highlands Ranch CO 80126	

5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES
 There were two slices of bread in toaster oven for 1 minute when consumer smelled a burning odor and saw smoke coming from front of oven. Consumer found oven's pop-up lever stuck, unplugged oven and manually pulled up lever. Later when oven had cooled, consumer inspected oven and found inner coil that controls oven's pop-up lever burned. 6/28/95 Consumer called and explained incident to manufacturer's rep, Cindy, (last name unknown) who
 -cont-

6. DATE OF INCIDENTS 6/25/95	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX AND DESCRIBE INJURY: 0 Y/N none	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME none RELATIONSHIP none
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9. DESCRIPTION OF PRODUCT electric toaster oven	10. BRAND NAME Toast-R-Oven/Broiler
--	--

11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Black and Decker 6 Armstrong Road Shelton, CT 06484 1-800-231-9786 unknown unknown unknown	12. MODEL, SERIAL NUMBERS M #TR0400TY1	13. DEALER'S NAME, ADDRESS & PHONE Best Products (consumer thinks) unknown unknown unknown
---	---	--

14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES x NO IF YES, BEFORE OR AFTER THE INCIDENT? after DESCRIBE: damaged: see narrative	15. PRODUCT PURCHASED NEW x USED DATE PURCHASED 1991 AGE 4 yrs.	16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: unknown
---	--	--

17. HAVE YOU CONTACTED THE MANUFACTURER? YES x NO IF NOT, DO YOU PLAN TO CONTACT THEM? YES NO OTHER?	18. IS THE PRODUCT STILL AVAILABLE? YES x NO IF NOT, ITS DISPOSITION	19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO
---	---	---

FOR ADMINISTRATION USE		
20. DATE RECEIVED 6/28/95	21. RECEIVED BY (NAME & OFFICE) ctw/HL	22. DOCUMENT NO. H9560334A

23. FOLLOW-UP ACTION 950 712 CCC 3857	24. PRODUCT CODE(S) 0216
--	-----------------------------

25. DISTRIBUTION	26. ENDORSEER'S NAME & TITLE W/ 6/28/95
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980712CC 3857

CONSUMER PRODUCT INCIDENT REPORT

H9560334A

Narrative Continued

said information would be forwarded to their technical staff. Oven is UL
listed #228E.

Distributor phone #: unknown

CPSC Source: CPSC FIELD OFFICE IN DENVER

U. S. CONSUMER PRODUCT SAFETY COMMISSION

AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety problems.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

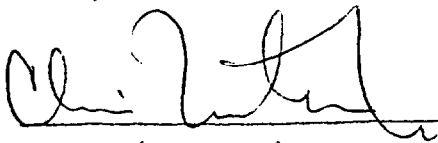
Would you please indicate on the bottom of this page whether you will allow us to disclose your name. If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.



You are hereby **authorized** to disclose my name and address with the information collected on this case.



My identity is to remain confidential.



(Signature)

22 July 1995

(Date)

Attachment 2

50712CC 3857

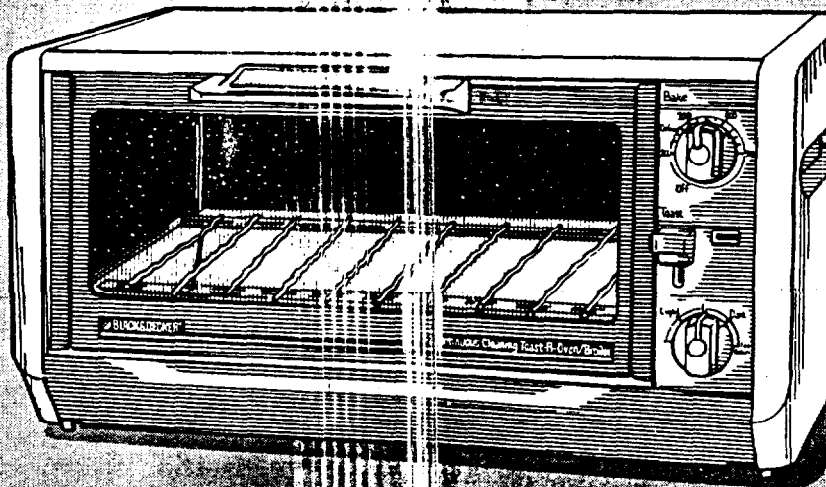


BLACK & DECKER

Black & Decker

SAVE THIS USE AND CARE BOOK

Toast-R-Oven™ Broilers



Black & Decker



1-800-231-9786
QUESTIONS? Please call us TOLL FREE
Monday - Friday 8 a.m. - 5:00 p.m. Eastern Time.

MODELS TR01, TR0400, TR0600

980712CC 3857

Black & Decker
Instruction Manual
50712CC 3857